

Systems Analyst

FLSA Status: *Non-Exempt*

General Definition of Work

Performs difficult skilled technical work diagnosing, troubleshooting, and resolving technology-related issues. Provides customer service, training, documentation, manages the appropriate helpdesk service(s), manages technical operations, works with IT professional services, analyzes and solves system architecture issues, and related work as apparent or assigned. Responsibilities may require working an emergency on-call shift, evenings and weekends, sometimes with little advanced notice. Work hours for this position are 7:30 a.m. to 4:30 p.m. Monday through Friday with 1 hour for lunch. Hours are subject to change due to work demands or as needed. Work is performed under the direct supervision of the Director of Informatics.

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.

Essential Functions

Analyzes and maintains in-production systems that include but are not limited to: inventory systems, enterprise networks, data center operations, technical processes, and software licensing compliance.
Provides both planned and unplanned training for employees regarding enterprise systems and software.
Manages Informatics and Local Support Provider helpdesk systems, while ensuring impeccable quality of service and communication to end users.
Provides support of enterprise technical architecture and technical problem solving.
Assists with implementation and enforcement of city-wide computer policies and procedures.
Assists with maintaining an active Informatics knowledgebase and enterprise training curriculum.
Assists with change control functions for Informatics technical operations and projects.
Participates as an Informatics project team member.
Informs other personnel of project and helpdesk updates as needed.
Interacts with local support providers on department specific issues and projects.
Manages city-wide software and systems inventory management systems that includes but is not limited to: software licensing compliance, asset management, and software package distribution.
Participates in the creation and adherence to an enterprise obsolescence strategy.
Maintains computer assets, analyzes network security vulnerabilities, and corrects complex technical problems.
Maintains enterprise approved conferencing technologies, ensuring optimal operation and ease of use.
Collaborates with all other Informatics personnel to fulfill project deliverables and business outcomes.
Provides emergency on-call support on a rotating schedule.
Performs any other duties as prescribed by the Director of Informatics.

Knowledge, Skills and Abilities

Thorough knowledge of electronic data processing and peripheral equipment operation, uses and capabilities; thorough knowledge of hardware and software technology and troubleshooting techniques; in depth knowledge of systems analysis and networking; ability to understand and carry out written and oral instructions; ability to analyze software programs and make adjustments; strong proven customer service and aggressive problem solving skills; ability to establish and maintain effective working relationships.

Education and Experience

Bachelor's degree preferred with coursework in computer information systems, computer science, management information systems, or related field. 1-2 years experience is preferred working with network/enterprise infrastructure, technical operations, project management, policy enforcement, enterprise network management, data center operations, and end-user applications and helpdesk management. Or equivalent combination of education, experience, and certifications.

Physical Requirements

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This work requires the regular exertion of up to 10 pounds of force, frequent exertion of up to 30 pounds of force and occasional exertion of up to 50 pounds of force, and lifting as much as 25 pounds individually and/or 100 pounds with a lifting partner; work regularly requires sitting, speaking or hearing and using hands to finger, handle or feel, frequently requires walking, reaching with hands and arms and repetitive motions and occasionally requires standing, climbing or balancing, stooping, kneeling, crouching or crawling, tasting or smelling, pushing or pulling and lifting; work requires close vision, ability to adjust focus, depth perception, color perception and peripheral vision; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; work requires preparing and analyzing written or computer data, visual inspection involving small defects and/or small parts, using of measuring devices, assembly or fabrication of parts within arms length, operating machines, operating motor vehicles or equipment and observing general surroundings and activities; work frequently requires exposure to the risk of electrical shock and occasionally requires working near moving mechanical parts; work is generally in a moderately noisy location (e.g. business office, light traffic).

Special Requirements

Microsoft Certifications (MCITP, MCDST, A+, CCNA, MCP, MCSE)

Responsibilities may include evenings and weekend on-call, with little advanced notice.

Experience with audio visual conferencing technologies.

Valid driver's license in the State of Indiana.